

# NETWORK MANAGER REPORT

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DECEMBER 2005

SUBMITTED BY Winn McInnis, General Manager

### OVERVIEW

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#### Operations

While the holiday season gears down for many offices, customer service reaches a peak during the final days of licensing. AI staff responded to numerous technical questions and assisted several constituents in renewing their professional licenses before December 31<sup>st</sup>. All applications scheduled to go-live in 2005 were completed by November.

#### Highlights during the month were:

- On December 8<sup>th</sup>, 2005, Governor Riley approved and signed the contract for Alabama Interactive to continue as the State's e-government provider for Alabama. The contract includes an initial two-year term and renewal options that run through December 2010.
- During the month of December, the 7-day trip and fuel permit application for Alabama Department of Revenue issued 32 permits through the new online application. This number is notable due to the cost savings that is now being passed on to the constituents who are accustomed to paying a sales agent fee of over \$15.00 per permit. The Department of Revenue currently only estimates about 1,200 permits are issued per year.
- Alabama Department of Public Health license renewal application for provider service facility renewals experienced a first year adoption rate of over 46%. The high first year adoption is contributed to the agency's dedication and participated in the deployment and introduction of this application to their constituents.
- The Alabama State Board of Public Accountancy renewed almost 1,000 licenses for their 2006 registration period
- The Alabama Board of Professional Engineers and Land Surveyors achieved a first year adoption of almost 20% of their licensure base. This constituency group is compiled of over 12,000 active Engineers and Land Surveyors and about 5,000 Interns. Over 3,200 renewals were processed online by the close of the December 31<sup>st</sup> licensing deadline.
- The Alabama Board of Pharmacy experienced increased online adoption this renewal season. Currently, AI has seven applications in production for this board. To highlight two applications, the Pharmacist license renewal achieved over 56% online adoption and the Pharmacist Technician renewal experienced 34% adoption between October and December 31<sup>st</sup>.

## **Marketing**

'Tis the season, so Alabama Interactive hand delivered over 45 poinsettias to the majority of our state partners in December. The poinsettias offered a great opportunity for some of the new members of Alabama Interactive to informally meet our partners. In addition to the plants, AI mailed out over 100 seasonal cards further defining the alabama.gov brand.

New eye glass cleaning clothes bearing the alabama.gov logo have arrived as new marketing collateral. These clothes feature not only the logo, but AI's toll-free phone number and are intended to be distributed during initial service request meetings and other appropriate venues.

AI submitted alabama.gov as a nominee for the 10<sup>th</sup> annual Webby Awards which has been labeled as "The Oscars of the Internet" by The New York Times. The Webby Awards is presented by the International Academy of Digital Arts and Sciences, a 500-member body of leading experts. The portal was entered under the category of Government.

## **Customer Service**

As the AI team neared the conclusion of renewal season for many partners, customer service worked to provide prompt assistance and information to each user. In December, we experienced high call volumes with last minute renewals. The majority of these were from professional business licensees in regards to technical and payment questions. Our customer service team was able to give support to individuals with detailed payment requests, such as the date and time their account was charged. In addition, AI staff assisted several constituents by walking through technical difficulties on a one on one basis either through phone calls or online/offline chats.

## **Development**

The development team has been working to ensure that all production applications whose renewal period came to an end on December 31, would smoothly transition into the New Year. Many of these applications had base fee changes, policy/law changes, and/or late fees associated with them. The development team was able to ensure that these changes were in effect or would automatically take effect at the appropriate time. The continued maintenance and management of each production application is vital to continued success of AI, its partners, and its users.

The AI Dev-Share meetings continue to be a success and a great learning experience for all those involved. During this month we discussed the following topics, XSLT transforming, navigation, and formatting XML documents; as well as CSS basics and syntax.

Although no new applications were put into production during the month of December, the development team was hard at work as the beginning of the year is the deadline for a large number of new projects, as well as many enhancements to existing applications.

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## PROJECT REPORT

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### COMPLETED!

#### Completed in 2002

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|-------------------------------------|--|
| Alabama Board of Nursing            | <ul style="list-style-type: none"><li>· Renewal of Registered Nursing License</li><li>· Reactivation of a Nursing License</li><li>· Reinstatement of a Nursing License</li></ul> |
| Alabama Department of Public Safety | <ul style="list-style-type: none"><li>· Electronic Access to Motor Vehicle Records</li></ul>   |
| Alabama Real Estate Commission      | <ul style="list-style-type: none"><li>· Renewal of Real Estate Licenses</li><li>· Broker/Agent Certification</li></ul>   |
| Alabama Secretary of State          | <ul style="list-style-type: none"><li>· Merchant Services</li></ul>  |

#### Completed in 2003

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|--|---|
| Alabama State Banking Dept.                              | <ul style="list-style-type: none"><li>· Renewal of Small-Loan and MiniCode License</li><li>· Renewal of Pawn Broker License</li><li>· Renewal of Mortgage License</li></ul>   |
| Alabama State Bar  | <ul style="list-style-type: none"><li>· Membership Renewal</li></ul>  |
| Alabama Board of Chiropractic Examiners                  | <ul style="list-style-type: none"><li>· Renewal of License</li><li>· Licensee Verification</li></ul>  |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none"><li>· Online Hunting and Fishing Licenses</li><li>· Hunting and Fishing Licenses/Point-of-Sale</li><li>· Probate Court Point of Sale Hunting and Fishing Licenses</li><li>· Oak Mountain Bow Hunt Registration</li><li>· Outdoor Alabama Subscription</li></ul> |
| Alabama Department of Finance, Office of the CIO         | <ul style="list-style-type: none"><li>· Alabama State Portal</li></ul>  |
| Alabama Department of Insurance                          | <ul style="list-style-type: none"><li>· Merchant Services</li><li>· Merchant Services for Provider Renewals</li></ul>   |
| Alabama Board of Nursing                                 | <ul style="list-style-type: none"><li>· License verification and disciplinary status-Subscriber</li><li>· Name and Address Change</li><li>· LPN Renewal</li></ul>   |
| Alabama Real Estate Commission                           | <ul style="list-style-type: none"><li>· Instructor License Renewal</li></ul>  |
| Alabama Department of Revenue                            | <ul style="list-style-type: none"><li>· Sales, Use and Lodging Tax Filings</li><li>· Refund Status for Individual Income Tax</li></ul>  |
| Alabama Secretary of State                               | <ul style="list-style-type: none"><li>· UCC (Uniform Commercial Code) Filings</li></ul>   |

## Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

## Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service allows chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application allows individuals to sign up for visible emissions training online.	This application is complete and in production.

Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application allows HR professionals to register for continuing education classes.	This application is complete and in production.
Alabama Department of Public Health	Children's Health Insurance Program Payments	This application allows payment of CHIP premiums by credit card.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Course Renewal	This service allows renewal courses for continuing education credit.	This application is complete and in production.
Alabama Department of Revenue	Income Tax Extension Application	This service allows taxpayers to file a request for income tax extension.	This application is complete and in production.
Alabama Board of Registration for Foresters	License Renewal	This application allows licensed foresters to renew their license online.	This application is complete and in production.
Alabama Real Estate Commission	Change of Information	This application allows for the changing or updating of addresses and personal information	This application is complete and in production.
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application allows online payment for license renewal.	This application is complete and in production.
Real Estate Appraisers Board	License Renewal	This application allows Real Estate Appraisers to renew their licenses online	This application is complete and in production.
Alabama Board of Public Accountancy	License Renewal	This application will allow licensed CPA's and Public Accountants to renew their license online	This application is complete and in production.
Alabama Board of Nursing	Military Nurse Renewals	This application will allow military nurses to renew their licenses online.	This application is complete and in production.

Alabama Board of Pharmacy	Institution (hospital) License Application	This an annual license application for institutions (hospitals)	This application is complete and in production.
Alabama Board of Examiners in Speech-Language Pathology and Audiology	License Renewal	This service will allow for renewal of speech pathologist and audiologists licenses.	This application is complete and in production.
Alabama Homebuilder Licensure Board	Renewal of Inactive License	This application will allow those with inactive licenses to renew that status.	This application is complete and in production.
Alabama Board of Professional Engineers and Land Surveyors	License Renewal	This service will allow for Engineers and Land Surveyors to renew their license online.	This application is complete and in production.
Alabama Public Service Commission	Annual Registration Application (RS-1)	This is an annual registration that is required before the supplemental (RS-2) application is used each year.	This application is complete and in production.
Alabama Department of Revenue	Trip and Fuel Permits	This application allows truckers to fill out their trip and fuel permits online	This application is complete and in production.
Alabama Department of Public Health	Provider Service Facility Renewal	This service will allow Provider Service Facilities to renew their licenses online.	This application is complete and in production.

### Updates in 2005

Alabama Board of Chiropractic Examiners	License Renewal Updates for 2005	Updates to last year's online licensing application	This application is complete and in production.
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Alabama State Banking Department	Multiple License Renewal	This is an update to a pre-existing application for Banking	This application is complete and in production.
Alabama Board of Nursing	LPN Renewals	This is an update to a pre-existing application for Alabama Board of Nursing.	This application is complete and in production.
Alabama Board of Architects	License Renewal	This is an update to a pre-existing application for the Alabama Board of Architects.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Local Probate Update	This service allows local probates to add their fees to hunting and fishing licenses.	This application is complete and in production.
Alabama Department of Industrial Relations	Unemployment Quarterly Tax Updates	Updates to application allowing for encryption of checking account information	This application is complete and in production.
Alabama State Banking Department	Updates to Mortgage and D.P.	Updates to applications.	These applications are complete and in production.
Alabama Department of Environmental Management	Smoke School Fall Registration Updates	This is an update to a pre-existing application that allows individuals to register for Smoke School courses online.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Marine Resources Point-of-Sale	This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.	This application is complete and in production.



**IN TESTING.....**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Revenue	Tax Estimations Application	This service will allow citizens to pay their estimated tax online.	This application is in testing.	January 2006
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in testing	December 2005

**IN DEVELOPMENT . . .**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until the next renewal period (July 2006).	July 2006

Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006
Alabama Real Estate Commission	License Transfer	This application allows the transfer of licenses.	This application is in the pre-project planning phase.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Licensure Board for Interpreters and Translators	License Renewal	This service will allow professionals to renew their licenses and permits online.	This application is in development.	January 2006
Alabama Real Estate Commission	Certification Update	This service will allow citizens to verify that a broker is licensed in Alabama.	This application is in development.	November 2005
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in the project planning phase.	February 2006

Association of Mental Retardation and Developmental Disabilities	Case Manager Online Subscription Services	Allows case managers access to case management training services	This application is in development.	January 2005
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is in the project planning phase.	January 2006
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is in development.	January 2006
Alabama Department of Revenue	Tax Extension Updates	This will move tax extensions to one six month extension during the year	This application is in the project planning phase.	January 2006

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## SERVICE REQUESTS

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### Service Request #84

#### **Criminal Justice Information Center - Criminal Histories**

Alabama Interactive requests and recommends that this service for the Administrative Office of Courts is added to the network as a charge service. The online Criminal Histories application will be developed at no cost to the Administrative Office of Courts.

### Service Request #85

#### **Farmers Market Authority- Shopping Cart**

Alabama Interactive requests and recommends that this service for the Farmers Market Authority is added to the network as a charge service. The Shopping Cart will be developed at no cost to the Farmers Market Authority.

### Service Request #86

#### **Alabama Board of Nursing- Pay Fee/Fine Application**

Alabama Interactive requests and recommends that this service for the Alabama Board of Nursing is added to the network as a charge service. The Pay Fee/Fine application will be developed at no cost to the Alabama Board of Nursing.

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## MONTH IN REVIEW

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Total December AI Network Transactions:	161,076
Average Successful Request per Day:	5,196
Total December alabama.gov Visitors:	162,383
Total December alabama.gov Page Views:	1,132,626
Total December alabama.gov Chats or Offline Messages from Live Help:	740

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## OPERATIONS & ADMINISTRATION

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Alabama Interactive is continuing to work with the Information Services Division to develop the first semi-annual user group conference for mid-March. Currently, the preferred speakers and location are in planning. As previously stated, AI is developing an online registration form, which ISD intends to announce during the State's IT meeting.

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## OTHER BUSINESS/IN CLOSING

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In closing, December like November has been a busy month as many license renewals periods have come to a close. Our project managers have been working very close with each of our partners to ensure successful data transmissions and reconciliations in this busy period. As always, Alabama Interactive is dedicated in providing the highest level of customer service to help ensure the successful completion of another license renewal period for several state agency partners.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,

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